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**ISUZU PARTS INFRASTRUCTURE GROWS TO SUPPORT NATIONAL NETWORK**

Isuzu Australia Limited (IAL) is demonstrating a strategic approach to parts management, leveraging its 36 consecutive years of Australian truck market leadership to enhance availability across the national network.

Isuzu’s parts ecosystem is anchored by a 15,000-square-metre National Parts Distribution Centre in Melbourne’s western suburbs, which houses over 3.5 million individual parts.

Recent national network expansion, including new dealership sites in Pakenham (Victoria), Bundaberg, and Rockhampton (Queensland), has driven parts demand to new heights, a challenge anticipated by Isuzu Australia and National Parts Sales Manager Joel Gledhill.

“The planning and construction of the new sites provided plenty of notice to ensure stock levels are sufficient and are available when needed,” Mr Gledhill explained.

“With these new outlets and larger workshops coming online, dealers are increasing their stock levels to ensure they meet customer requirements.”

**Prioritising customers**

Isuzu’s parts offering encompasses three critical lines: [Genuine Parts](https://parts.isuzu.com.au/products/genuine-parts/) developed and manufactured by Isuzu Motors Limited in Japan to the highest factory standards, [Best Value Parts (BVP)](https://parts.isuzu.com.au/products/genuine-parts/) for older models, and [Isuzu Approved Parts](https://parts.isuzu.com.au/products/approved-parts/) from leading Original Equipment Manufacturers including Allison Transmission, Meritor, Eaton, and Hendrickson.

The new sites joining the network are all large facilities, bolstering Isuzu’s capability to cater to Australian transport requirements and adding to an impressive footprint of over 70 dealerships and Authorised Service and Parts Outlets (ASPOs) nationwide.

For Isuzu truck owners and fleet managers, this means replacement parts can be ordered and fitted to trucks in a highly efficient manner.

“Isuzu dealers carry between 60 to 70 days of stock availability depending on their location in Australia,” said Mr Gledhill.

“Feeding the Isuzu network, our national parts distribution centre carries six months’ worth of stock to ensure a steady supply of parts.”

**Next-door support**

Isuzu’s strategic network approach extends beyond inventory management; Isuzu owners will receive expert support from their local dealership and any dealership or ASPO across the country.

“Rather than letting the network grow randomly, Isuzu has a deliberate approach to where dealers and ASPOs are located, with the aim of allowing the customer to be within a few hours of a dealership along the journey of major highways,” Mr Gledhill explained.

“For example, a part can be fitted in Melbourne, and if that truck travels to Adelaide, Sydney, or even Cairns, Isuzu has a network of dealerships that can assist if needed.

“Our dealers have access to market leading tools of the trade to best understand what will get the customer back on the road, providing comprehensive coverage and peace of mind.”

Adding to that peace of mind are Isuzu’s generous warranties, covering its entire parts range and including a [three-year warranty](https://parts.isuzu.com.au/products/warranties/) on genuine parts and labour when fitted at an authorised Isuzu dealership or ASPO.

**Service unrivalled**

[Service agreements](https://www.isuzu.com.au/customer-care/isuzu-service-agreements/) have further driven parts demand for Isuzu, with a 30 per cent uptick in scheduled cost packages and those pre-paid with initial truck purchases in 2024 over previous years.

Service agreements offer businesses predictable expenses and facilitate a streamlined maintenance process for businesses of all sizes, with all the benefits of Isuzu’s genuine parts and warranties.

“We’re seeing an increasing number of owner-operators through to large-scale fleets who are capitalising on service agreements to streamline their operation, which has further driven our parts stock levels within the dealer network” commented Mr Gledhill.

Looking ahead to the 2025 new model line-up, Isuzu is meticulously preparing for increased parts demand.

“There has been a lot of planning around the introduction of parts for the new models that will be rolled out in the coming months,” said Mr Gledhill.

“The new models are not just fresh on the outside; underneath, there is a raft of changes which we have taken into consideration.

“It's a game-changer but we're not leaving any stone unturned in our quest to keep Isuzu vehicles on the road and maximising customer uptime.”

“Importantly, we have the capacity to warehouse the stock at our national parts distribution centre and are ensuring all Isuzu dealers and ASPOs are prepared at their own premises.”

**ends**

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